



## Network Health Plan – Fox Valley

1570 Midway Place

P.O. Box 120

Menasha, WI 54952

Phone: (920) 720-1300 (800) 826-0940

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Web site: [www.networkhealth.com](http://www.networkhealth.com)



Type of Plan ..... Health Maintenance Organization  
 Total Number of Members..... 76,674  
 Years of Operating Experience ..... 21  
 Total Number of Primary Care Physicians (PCPs)..... 247  
 Percentage of PCPs Accepting New Patients ..... 93%  
 Percentage of Board Certified Specialty Care Physicians..... 78%  
 Number of Urgent Care Facilities ..... 14  
 Number of Dentists.....No Routine Dental Coverage

### ADDITIONAL INFORMATION

<b>Referral/Prior Authorization Requirements</b>	If your Primary Care Physician determines that a Specialist is needed, the Primary Care Physician will provide a verbal referral to see a NHP Specialist. In some cases, prior-authorization approval will be required from NHP. Your Primary Care Physician will coordinate this process with NHP. Please note that there are a few exceptions. An authorization/referral is not required to see another participating Primary Care Physician who is on call for your Primary Care Physician, a participating OB/GYN, Chiropractor, or an Ophthalmologist/Optomestrist for routine eye exams only. Pay careful attention of the period of time during which the prior authorization is effective and/or the number of visits that have been authorized.
<b>Medicare Claims Procedure</b>	When Medicare is the primary payer of medical claims, the claim is first processed by Medicare. When the explanation of benefits is received, the subscriber will need to forward the explanation of benefits to NHP for processing of copays, deductibles, or services not covered by Medicare per the NHP plan provisions as outlined by ETF.
<b>On-Line Services</b>	<ul style="list-style-type: none"> <li>• List of network providers</li> <li>• Clinic Locations</li> <li>• Nurse Direct information</li> <li>• New member newsletter</li> <li>• Privacy Practices</li> <li>• Member Rights &amp; Responsibilities</li> </ul>
<b>Outpatient Mental Health Network/Policy</b>	To access mental health and substance abuse services you must contact United Behavioral Health for authorization. The toll free number is 1-877-683-8544.
<b>24-Hour Nurse Line</b>	NHP-Fox Valley provides NurseDirect which is a free 24-hour health advice call-in service. NurseDirect. provides up-to-date information on NHP physicians, including office hours and locations. They provide nurse advice and assessment for illnesses, injuries and other health concerns. NurseDirect can be reached at (920) 738-2230 or (800) 362-9900.

## ADDITIONAL INFORMATION

<b>PCP Restrictions</b>	When you become an NHP member, you will choose a participating primary care physician for each family member. Your primary care physician coordinates all your health care needs. You may choose a family practice, general practice, internal medicine, pediatrician physician or an Allied Health professional. You can change your primary care physician at any time. Whenever you or a family member need care, your PCP should be contacted. He or she will discuss the best course of treatment, including whether or not to refer you to a Network-participating specialist.
<b>Dental Benefits Provided</b>	No routine dental coverage offered.
<b>Quality Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>• Increase the percent of members with diabetes who have routine kidney monitoring.</li> <li>• Increase the percent of members with high blood pressure who are controlled.</li> <li>• Increase the medication compliance rate in members with depression.</li> <li>• Increase the medication compliance rate in members with asthma.</li> <li>• Improve member satisfaction with the health plan.</li> </ul>

Counties in Service Area	Hospitals in County	Major Providers in County*
<b>Calumet</b>	Calumet Medical Center	To find out if your physician or hospital is a participating provider, either check your Provider Directory or call Customer Service at (800) 826-0940.
<b>Dodge</b>	Waupun Memorial Hospital	
<b>Fond du Lac</b>	Ripon Medical Center	
<b>Green Lake</b>	Berlin Memorial Hospital	
<b>Outagamie</b>	St. Elizabeth Hospital	
<b>Waushara</b>	Wild Rose Community Memorial Hospital	
<b>Waupaca</b>	Riverside Medical Center	
<b>Winnebago</b>	Mercy Medical Center	

\* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.